# FSSA – Provider Relations 2020





# Agenda

- Who is Provider Services?
- New Ideas for Provider Engagement
- Open Discussion



# Provider Services - Three Primary Functions



Through the door

**Navigate the highway** 

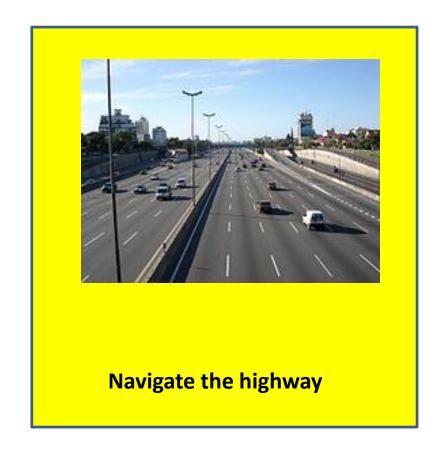
**Access to policy** 



### **Provider Relations**



Through the door









#### Provider Relations

- To help our providers navigate our complex system and solve their individual problems
- To listen to their broad concerns and advocate for change within other areas of Indiana Medicaid





# **Engaging Providers**

- Direct email/phone calls
- Provider association quarterly meetings
- In-person meetings with leadership
- Provider Workshops and Annual Seminar



#### **Newer Provider Relations Ideas**



# IHCP Live (Webinar Series)

#### Twin-approach:

- Shorter, programmatic focused presentations
- Provider-specific "open microphone" sessions





# IHCP Listens (Email/Web App)



#### Three purposes:

- Feedback on State events
- Avenue to provide ideas for future events and presentations
- Collect questions for future clarifications



# **IHCP Workshops**

#### **Evolve into townhall forums**

Pose questions ahead of time

 Interact with the State and your regional provider representatives





# OMPP's Goal: Collaborating to Improve the Member and Provider Experience

#### Four Key Strategies:

- 1. Promoting long-term sustainability of the program that ensures access
- 2. Advancing health outcomes
- 3. Increasing efficiency and reducing administrative burden
- 4. Investing in team members

Speaking with one voice is critical to our success



# How can we help you?



## Annual Seminar / Provider Workshops

**Question**: Broadly, what do you feel works well and does not work well about these events?

**Question**: What do we not do with these events that you would find beneficial?



#### **General Communication**

**Question**: What's your preferred method for receiving information and interaction with the State?

**Question**: What are your thoughts on the written publications that are released (IHCP banners and bulletins)?

Question: What further activity could the State do that would make your participation with IHCP better?

#### How to Reach Us!

\*\*\*Be sure to utilize your provider relations field representatives first\*\*\*

- OMPPProviderRelations@fssa.IN.gov
  - For individual provider concerns requiring assistance from the State
- IHCPListens@fssa.in.gov
  - Feedback on IHCP presentations
  - Ideas for future presentations/workshops
  - Questions to be answered in future publications



# Session Survey - Tuesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



https://tinyurl.com/fssa1071



# Session Survey - Wednesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



https://tinyurl.com/fssa1077



# Session Survey - Thursday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



https://tinyurl.com/fssa1083

